

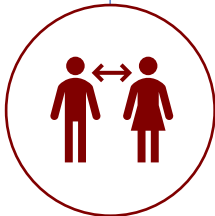


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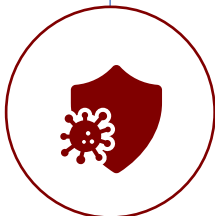
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[Digital Notification – Case Patients](#)



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[Treatment Reminder – Case Patients](#)



***Digital Outreach
Samples***
Digital Notification –
Case Patients



Digital Outreach Samples as of 5/22/2023

See below for relevant job aids.

Digital Notification - Case Patients

Public Health Notification

N

NC Public Health Outreach Team

To: [REDACTED]

Mon 4/24/2023 12:54 PM

Hello,

This is the NCDHHS Division of Public Health and we're reaching out regarding your recent COVID-19 test. (Para español, lea a continuación después de este mensaje.)

Please visit [DHHS.NC.GOV](https://dhhs.nc.gov) as soon as possible to view your test result and provide a little more information to our team. You'll also find resources and support to protect yourself and your loved ones. Or, you can call 844-628-7223 to speak directly with an NC Public Health Outreach Team Member.

You may also receive a call from the NC Public Health Outreach Team at this number (844-628-7223). **If you do, please answer the call!**

Hola,

Este es La División de Salud Pública y estamos comunicando con respecto a su reciente prueba de COVID-19.

Visite [DHHS.NC.GOV](https://dhhs.nc.gov) lo antes posible para ver sus resultados y proporcionar un poco más de información a nuestro equipo. También encontrará recursos y apoyo de cómo protegerse a usted mismo y a sus seres queridos. O, puede llamar al 844-628-7223 para hablar directamente con un miembro del equipo de atención al público de la División de Salud Pública de NCDHHS.

NCDHHS: The North Carolina Division of Public Health has an important message about your COVID-19 test.

Call [\(844\) 628-7223](tel:8446287223) or visit this personal link for your message & to provide some info: <https://DPHhealthinformation-UAT.ncdhhs.gov/en-US/case/?id=7b075da5-c0e2-ed11-a7c6-001dd806a94d>

Para español, después de hacer clic al enlace arriba, hay un botón a lo alto de esa página donde se puede seleccionar español, o llame al [\(844\)-628-7223](tel:8446287223).

Reply HELP to learn more about this message. Reply STOP to unsubscribe. Msg&Data Rates May Apply.


Responda AYUDA para obtener más información sobre este mensaje. Responda ALTO para darse de baja. Es posible que se apliquen tarifas de mensajes y datos.

JOB AIDS:

- [Digital Case Notification Through CCTO](#)
- [Verifying Case Flow and Notification](#)
- [Understanding the Case Patient Portal](#)
- [Case Patient Portal – CI Guidance](#)
- [Case Patient Portal – CT Guidance](#)



Digital Notification - Case Patients

**NCDHHS**

English - | Sign In

Haga clic aquí para Español

An Important Message from the NCDHHS Division of Public Health

You tested positive for COVID-19 on

5/22/2023

Here's what to do next:

- 1. Stay away from others**
 - **Stay home and away from other people for at least 5 days**, starting from when you first felt sick or when you got tested if you were not sick. Visit [CDC's website](#) to learn more and use their *isolation and exposure calculator* to determine the exact dates you need to stay away from others.
 - **Wear a mask for 10 days**, even if you feel better.

Keep in mind, even if you live with other people, you should separate from them as much as possible. But if you have to interact with other people at home or in public, wear a mask.
- 2. Feel better faster**

There is effective medicine for reducing your chances of being hospitalized or dying from COVID-19, but it must be taken early – no more than 5 days from when you started feeling sick.

Call a doctor or healthcare provider, visit an urgent care, or go to the nearest [COVID-19 treatment location](#) to see if medications to treat COVID-19 are right for you.

The key is: Don't wait.

Note: If you're having trouble breathing, or are experiencing any other symptoms that are severe or concerning to you, call 9-1-1 or go to the emergency room.
- 3. Get the help you need**

Need help with food or other resources in order to stay home and away from others? Find organizations that provide information and/or assistance related to food, housing and more. You can do this by calling or texting 2-1-1 or [by submitting a request to NCCARE360](#)

Need help coping? Call or text 988 to talk to someone at the Suicide & Crisis Lifeline, which provides 24/7 support.
- 4. Tell people they may have been exposed**

If you were around people in the two days before you felt sick (or two days before your positive test if you did not feel sick), let them know they may have been exposed to COVID-19.

You can let these people know on your own, or anonymously through the free service, <https://tellyourcontacts.org>.

We're here if you need us. To talk to someone on the phone, call your [local health department](#) or the NC Public Health Outreach Team at 844-628-7223.



***Digital Outreach
Samples***
Digital Exposure
Notification - Contacts



Digital Outreach Samples as of 5/22/2023

See below for relevant job aids.

Digital Exposure Notification - Contacts

Public Health Notification 🔍

📌 Flag for follow up. Completed on 4/23/2023.

N NC Public Health Outreach Team 📧 📌 🔄 ⏪ ⏩ ⋮ Mon 4/24/2023 1:09 PM

To: [REDACTED]

Hello Training,

This is the NCDHHS Division of Public Health with an important message. [\(Para español, lea a continuación después de este mensaje.\)](#)

You were recently exposed to COVID-19. You should get tested on 04/28/2023 and wear a high-quality mask through 05/03/2023. Do not go places where you are unable to wear a mask.

People in certain high-risk settings may need to quarantine through the masking date listed above.

Please visit [DHHS.NC.GOV](https://dhhs.nc.gov) to find resources and support to protect yourself and your loved ones. Or you can call number (844-628-7223) to speak directly with an NC Public Health Outreach Team Member.

You may also receive a call from the NC Public Health Outreach Team at this number (844-628-7223). **If you do, please answer the call!**

[Hola Training,](#)

[Este es La División de Salud Pública de](#)

Recientemente estuvo expuesto al COVID-19. Debe ser evaluado el 04/28/2023 y usar una máscara de alta calidad hasta el 05/03/2023. No vaya a lugares donde no pueda usar una máscara de alta calidad hasta la fecha de enmascaramiento mencionada anteriormente.

Las personas en ciertos entornos de alto riesgo pueden necesitar cuarentenarse a través de la fecha de enmascaramiento mencionada anteriormente.

NCDHHS: Training, this is the North Carolina Division of Public Health. You have been exposed to COVID-19.

Get tested on 04/28/2023 and wear a high-quality mask through 05/03/2023. People in certain high-risk settings may need to quarantine through the masking date listed above.

For more info, call [844-628-7223](tel:844-628-7223) or visit this personal link: <https://DPHhealthinformation-UAT.ncdhhs.gov/en-US/notification/?id=e699c5af-c2e2-ed11-a7c6-001dd806a94d>

Para español, después de hacer clic al enlace arriba, hay un botón a lo alto de esa página donde se puede seleccionar español, o llame al [844-628-7223](tel:844-628-7223).

Reply HELP to learn more about this message. Reply STOP to unsubscribe. Msg&Data Rates May Apply.


JOB AIDS:

- [Digital Exposure Notification for Contacts](#)
- [Micro-Training](#) (+video via [CCTO Onboarding Course](#))



Digital Outreach Samples as of 5/22/2023

Digital Exposure Notification - Contacts

 NCDHHS

English - Sign In

Haga clic aquí para Español

You were recently in contact with someone with COVID-19.
Take the following steps to help protect yourself and your loved ones.
Based on when you were exposed, you should get tested on:

4/28/2023

- **If you develop symptoms**, get tested immediately. If testing is not possible, isolate until your symptoms are improving *and* 24 hours have passed since you have had a fever without the use of fever-reducing medications.
- Find information about testing, including testing locations [here](#).

You should also wear a high-quality mask starting immediately and continue to wear it around other people through:

5/3/2023

- Do not go places where you are unable to wear a mask. For travel guidance, see CDC's [Travel webpage](#).
- People in certain high-risk settings such as long-term care or healthcare facilities may need to quarantine through the masking date listed above.

Make sure you're up to date on your vaccines – and that includes boosters. Boosters are an important part of protecting yourself from getting seriously ill or dying from COVID-19 and are recommended for most people. If you're not up to date, find your spot and get your shot. For more information about getting your vaccine, visit <https://www.vaccines.gov>.

For more information on what to do if you are exposed, please refer to this [CDC webpage](#).

If you have questions or need support, call your [local health department](#) or the NC Public Health Outreach Team at 844-628-7223. You also may receive a call from the NC Public Health Outreach Team at this number (844-628-7223). If you do, please answer the call!

Next

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC Public Health Outreach Team at 1-866-628-7223 or your local health department. The NC Public Health Outreach Team or your local health department may also contact you. Please answer the call.



Digital Outreach Samples as of 5/22/2023

Digital Exposure Notification - Contacts



NCDHHS

English ▾

Sign in

More Support is Available

- **Need help coping?** Call or text 988 to talk to someone at the Suicide & Crisis Lifeline. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.
- **Need help with food or other resources?** Find organizations that provide information and/or assistance related to food, housing and more. You can do this by calling 2-1-1, visiting <https://nc211.org> or submitting a request at <https://nccare360.org/request-assistance>.
- **If you have questions and would like to talk to someone immediately**, please call your [local health department](#) or the NC Public Health Outreach Team at 844-628-7223.

[Previous](#)

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC Public Health Outreach Team at 1-844-628-7223 or your [local health department](#). The NC Public Health Outreach Team or your local health department may also contact you. Please answer the call!



Treatment Reminder
Digital Notification –
Case Patients



Digital Outreach Samples as of 5/22/2023

Digital Notification – Case Patients

NCDHHS: If started early, COVID-19 treatment may help you feel better faster and prevent hospitalization. Learn if you qualify by talking to your healthcare provider or by visiting at covid19.ncdhhs.gov/treatments. Msg&Data rates may apply.

De iniciarlo temprano, el tratamiento contra COVID-19 puede ayudarle a sentirse mejor más rápidamente y a evitar la hospitalización. Averigüe si califica por hablar con su proveedor de atención médica o obtenga más información visitando el sitio covid19.ncdhhs.gov/tratamiento. Es posible que se apliquen tarifas de mensajes y datos.



Text Message



HELPFUL LINKS:

- COVID-19 Treatments Page (covid19.ncdhhs.gov/treatments)